



PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

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Filed:	August 31, 2001	Art Unit:	
Inventor:	Burgin, et al.	Atty Ref.:	1160215/0531072
Title:	System and Method for Automated End-User Support		

STATEMENT UNDER 37 CFR 3.73(b),  
REVOCATION OF POWER OF ATTORNEY,  
NEW POWER OF ATTORNEY, AND  
CHANGE OF CORRESPONDENCE ADDRESS

Finali Corporation, a Delaware corporation, is the assignee of record of the entire right, title and interest in the above-referenced patent application by virtue of an assignment of the above-referenced patent application. The assignment was recorded in the United States Patent and Trademark Office at Reel 012147, Frame 0524. The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application. I hereby appoint the Practitioners at Customer Number 26874, c/o Frost, Brown, Todd LLC, as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith. Please direct all correspondence relating to this application to Customer Number 26874.

By:

Name: John C. Freker

Title:

President CMB

Date:

7/21/05

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